KETS Standard Advisory Installing Windows 2000 Service Pack 3

A KETS Standard Document

Microsoft Windows 2000 Professional, Microsoft Windows 2000 Server, and Microsoft

This document provides important information and instructions about Service Pack 3 (SP3) for Windows 2000 Professional, Windows 2000 Server, Windows 2000 Advanced Server Read these notes before you install SP3. This document explains how to install the service pack, describes the issues addressed in the service pack, and provides specific information that applies to your setup.

Links to additional resources are included in this document.

If you have any questions concerning this document, please contact the KETS Help Desk at 1-866-538-7435 or ketshelp@kde.state.ky.us.

Introduction

SP3 is a collection of updates for Windows 2000. You can install this service pack either from the Service Pack 3 CD or from the Windows 2000 Service Pack 3 Web site. SP3 contains updates for the following areas of Windows 2000 functionality:

• Security issues, including all fixes from Windows 2000 Security Rollup Package 1

• Operating system reliability

• Application compatibility

• Windows 2000 Setup

SP3 also includes the updates contained in the previous service packs.

Key Points to Remember About Service Pack 3

- You can install SP3 while Windows is running.

- When you install SP3 over Windows 2000 Service Pack 1 (SP1) or earlier, your computer will automatically be upgraded to high (128-bit) encryption to help improve your online and local security and to bring your system on par with the current worldwide encryption standard. Note that beginning with Service Pack 2, 128-bit encryption is supported as the default, so if you previously installed Service Pack 2 (SP2), your computer has already been upgraded to this level of encryption. Furthermore, if you revert to SP1 or earlier, your computer will retain 128-bit encryption.

- If you have already installed a previous service pack, install SP3 without removing the previous service pack.

Installing the Service Pack

Read these installation instructions carefully before you install SP3. Installation methods might have changed since the release of previous service packs.

Before You Install the Service Pack

Before you install this service pack, disable any real-time virus checkers that you have running. As soon as you finish the installation, be sure to re-enable the virus checkers.

To maximize recovery of the computer if the installation fails, update your emergency repair disk before you begin the installation.

To update the emergency repair disk

1. Click **Start**, point to **Programs**, point to **Accessories**, point to **System Tools**, and then click **Backup**.

2. On the **Welcome** tab, click **Emergency Repair Disk**.

3. Select the **Also backup the registry to the repair directory** check box, and then click **OK**.

After you have completed these steps, perform a full backup of the files you keep on your computer, and then check your computer's available disk space against the tables in the 2.3 Space Requirements for the Service Pack section later in this document.

Installing Service Pack 3

You can install SP3 from the service pack CD, from a network drive, or from the Windows 2000 Service Pack 3 Web site.

Note that during the installation, backup files are created automatically so that you can remove the service pack later if you want to, unless you specifically choose not to have these files generated. If you would prefer that backup files *not* be created, select the **Do Not Archive Files** option when it is displayed by the Setup Wizard. Microsoft recommends that you back up these files so that you can remove the service pack in the future if you want. If hard disk space becomes a concern, you can always move these files to a shared network folder and delete them from your computer.

Important

If you choose not to create backup files, you will not be able to remove SP3.

Installing Service Pack 3 from the CD

The following procedure explains how to install SP3 from the service pack CD. To install SP3 from the Web instead, skip this section and go to the next section, 2.4.2 Installing Service Pack 3 from the Web

To install the service pack from the CD

1.   Before you begin the installation, be sure to disable any real-time virus checkers that you have running and disconnect your computer from any network to which it is connected.

     Disabling real-time virus checkers is important, because they could cause problems with the installation if they are running.

2.   Insert the Service Pack 3 CD into your CD-ROM drive.

     Note that it might take a few moments for the installation to begin.

3.   If a Web page opens in your browser, click the link under **Install Service Pack 3**.

     If a Web page does *not* automatically open when you insert the CD, perform the following procedure:

     a. Click **Start** and then click **Run**.

     b. Type **<D:>w2ksp3.exe** (where <D:> is the drive letter associated with your CD-ROM drive), and then press ENTER.

4.   If Setup prompts you to download W2ksp3.exe or to save it to disk, click **Run this program from its current location**, and then click **OK**.

5.   Follow the instructions that appear in the Setup Wizard.

6.   Restart your computer, and then be sure to re-enable the virus checkers. If you disconnected your computer from a network before performing the installation, reconnect it to the network now.

Installing Service Pack 3 from the Web

There are two installation options for SP3 available on the Web:

- The Express installation

- The Network installation

For more information on these options, and for the download links, see the [Windows 2000 Service Pack 3 Web site](#).

To run the Express installation

1. Before you begin the installation, be sure to disable any real-time virus checkers that you have running.

   This is an important first step, as virus checkers could cause problems with the installation if they are running.

2. Using your Web browser, go to [Microsoft Windows 2000 Service Pack 3 Web site](#).

3. Scroll down until you see the **Download Windows 2000 SP3** link, and then click the link.

4. Select a language in the list (English is the default selection), and then do one of the following:

   - If you are using Internet Explorer 5 as your browser, click **Next**.

   - If you are using Internet Explorer 6 as your browser, click **Go**.

5. If the Security Warning window appears, click **Yes** to proceed with the installation.

6. Under **Download**, click the **SP3 Express Installation** link.

7. In the **File Download** dialog box, do one of the following:

   - If you are using Internet Explorer 5 as your browser, click **Run this program from its current location**.

   - If you are using Internet Explorer 6 as your browser, click **Open**.

   Important

      During the download, make sure that you are downloading files from a Microsoft Web site.

8. Follow the instructions in the Setup Wizard.

   The Express installation detects the files that need to be updated and installs them.

9. Restart your computer, and then be sure to re-enable your virus checkers and perform an On Demand Scan of your server.

Note

Internet Explorer 5.01 is installed with Windows 2000. If you use a Web browser other than Internet Explorer, your connection settings might prevent you from installing SP3 by using the Express installation option. As an alternative, you can complete the Network installation, as explained in the following procedure.

If you plan to download the Network installation of the service pack, you should read the following procedure carefully and completely before you extract and install the service pack.

Because of the substantial amount of time it takes to download the Network installation of SP3, you might want to save the W2ksp3.exe file on your computer. This way, if you need to begin the installation again or reinstall the service pack in the future, you will not need to repeat the lengthy download process. Because of the size of the download, if your computer has more than one hard disk, it would be best to avoid saving the downloaded .exe file on your system disk.

To download the Network installation

1. Before you begin the installation, be sure to disable any real-time virus checkers that you have running.

   This is an important first step, as virus checkers could cause problems with the installation if they are running.

2. Using your Web browser, go to the [Windows 2000 Service Pack 3 Web site](#).

3. Scroll down until you see the **Download Windows 2000 SP3** link, and then click the link.

4. Select a language in the list (English is the default selection), and then do one of the following:

   - If you are using Internet Explorer 5 as your browser, click **Next**.

   - If you are using Internet Explorer 6 as your browser, click **Go**.

   Important

   During the download, make sure that you are downloading files from a Microsoft Web site.

5. If the Security Warning window appears, click **Yes** to proceed with the installation.

6. Under **Download**, click the **SP3 Network Installation** link.

7. In the **File Download** dialog box, do one of the following:

   - If you are using Internet Explorer 5 as your browser, click **Save this program to disk**.

   - If you are using Internet Explorer 6 as your browser, click **Save**.

8. Choose the location on your computer where you want to save the W2ksp3.exe file.

9. Run the W2ksp3.exe file from where you saved it on your computer, following the instructions in the Setup Wizard.

10. Restart your computer, and then be sure to re-enable your virus checkers and perform an On-Demand Scan of your server.

During the service pack download, the compressed service pack executable file (W2ksp3.exe) is saved on your hard disk. If necessary, you can extract the files from W2ksp3.exe without starting the installation. For more information about this, see the installation and deployment guide (see SPDeploy.htm on the Service Pack 3 CD or **Installation and Deployment Guide** on the [Windows 2000 Service Pack 3 Web site](#)).

To install the service pack

1. Click **Start** and then click **Run.**

2. In the **Open** box, type **w2ksp3.exe**, and then press ENTER.

    –or–

    On your desktop, locate the W2ksp3.exe file and then double-click it.

To extract the files without starting the installation

You can use the /X command-line option to extract the files without installing them. For details, see the installation and deployment guide (see SPDeploy.htm on the Service Pack 3 CD or **Installation and Deployment Guide** on the [Windows 2000 Service Pack 3 Web site](#)).

If you have any questions, please contact the KETS Help Desk at 1-866-538-7435